

FIG. 1

Fig. 2A

CONTINUED ON FIG. 2B...

200

Fig. 2B

T2 full time (T2, RG); Shrinkage= 7.4% (Continued on Fig. 2B...)

CONTINUED FROM FIG. 2A

↑

FIG. 2A

T2 full time (T2, RG); Shrinkage: 7.4% (Continued from Fig. 2A)

	Feb	Mar	Apr	May	Jun	Jul	Aug
In training	0	0	0	0	0	0	0
Xfer in	0	4	0	0	5	4	6
Xfer out	0	0	0	0	0	0	0
Attrition	0	2	2	2	2	2	2
Head count...	25	27	25	23	26	28	32
Occupancy	100	99	100	100	100	100	99

	Feb	Mar	Apr	May	Jun	Jul	Aug
Contact volume	417000	424000	430000	423000	450000	456000	450000
Hires	14	12	12	15	17	15	15
Head count	219	222	223	228	233	236	240
Staff hours	35040	35520	35680	36480	37280	37760	38400
Total cost	414,679	421,192	422,681	431,892	441,475	477,150	455,338
Cumulative cost	414,679	835,871	1,258,5...	1,690,4...	2,131,9...	2,579,0...	3,034,4...

208 ↗ 202 ↘ 200

FIG. 2B

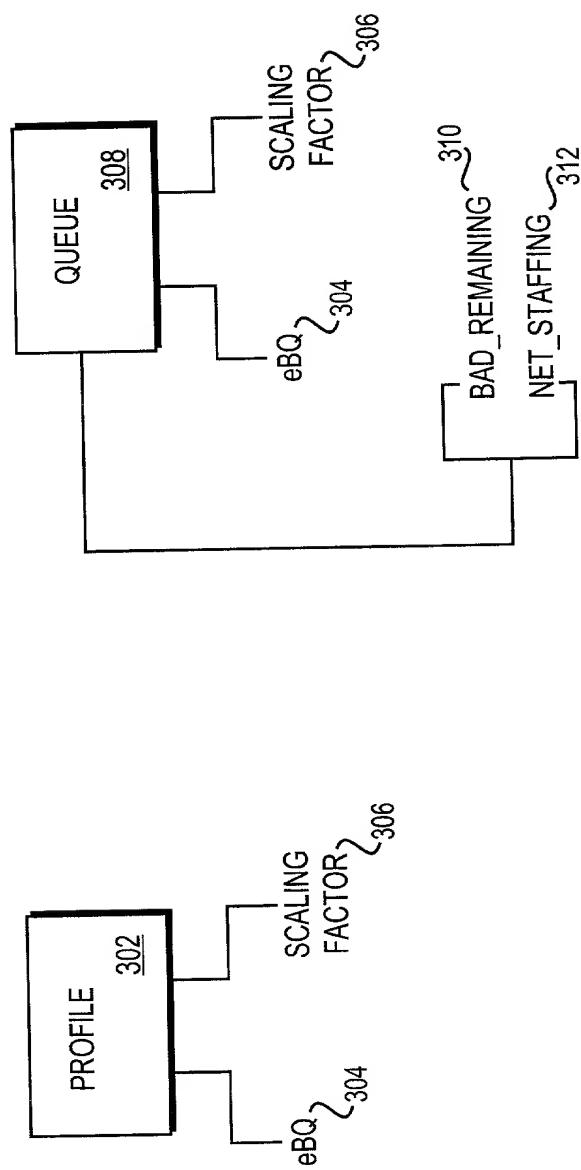


Fig. 3

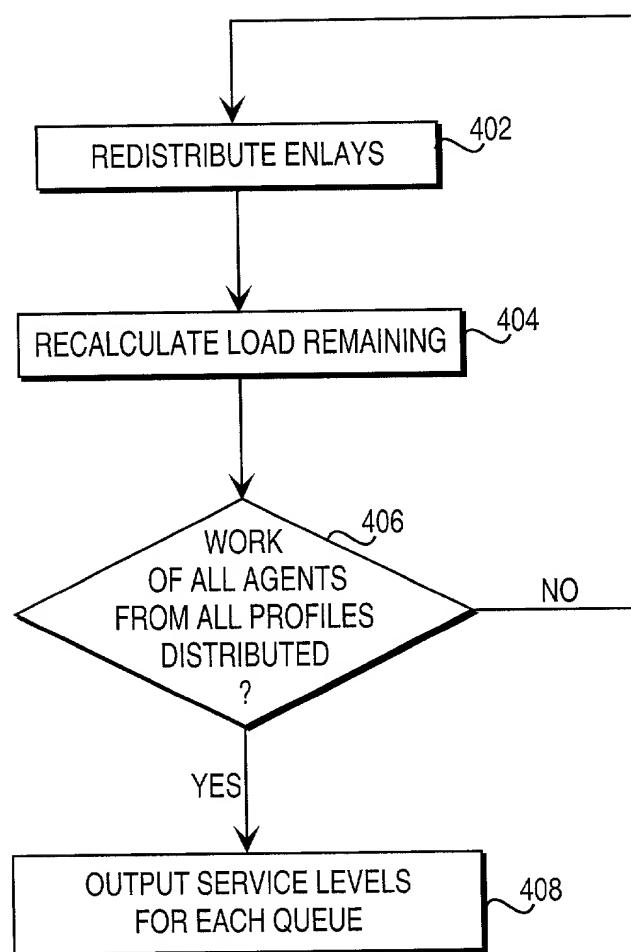


FIG. 4

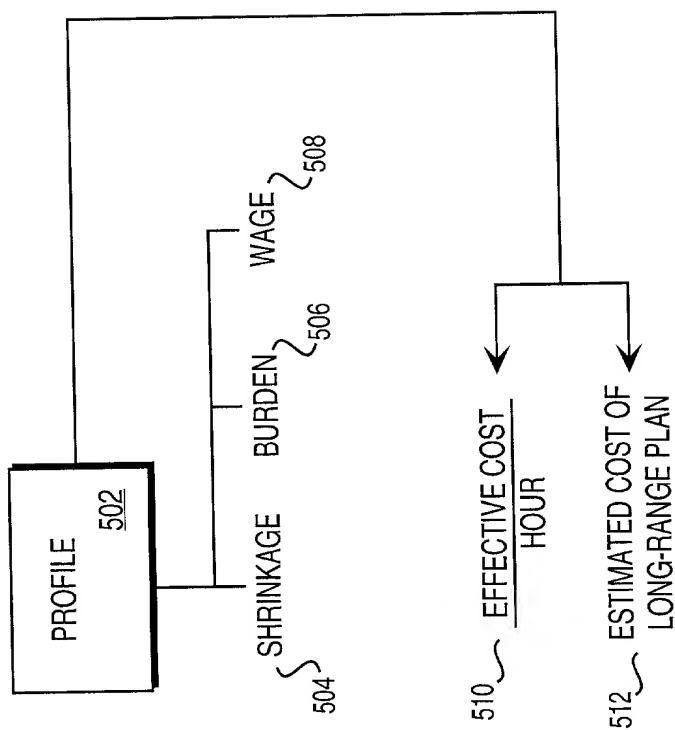


FIG. 5

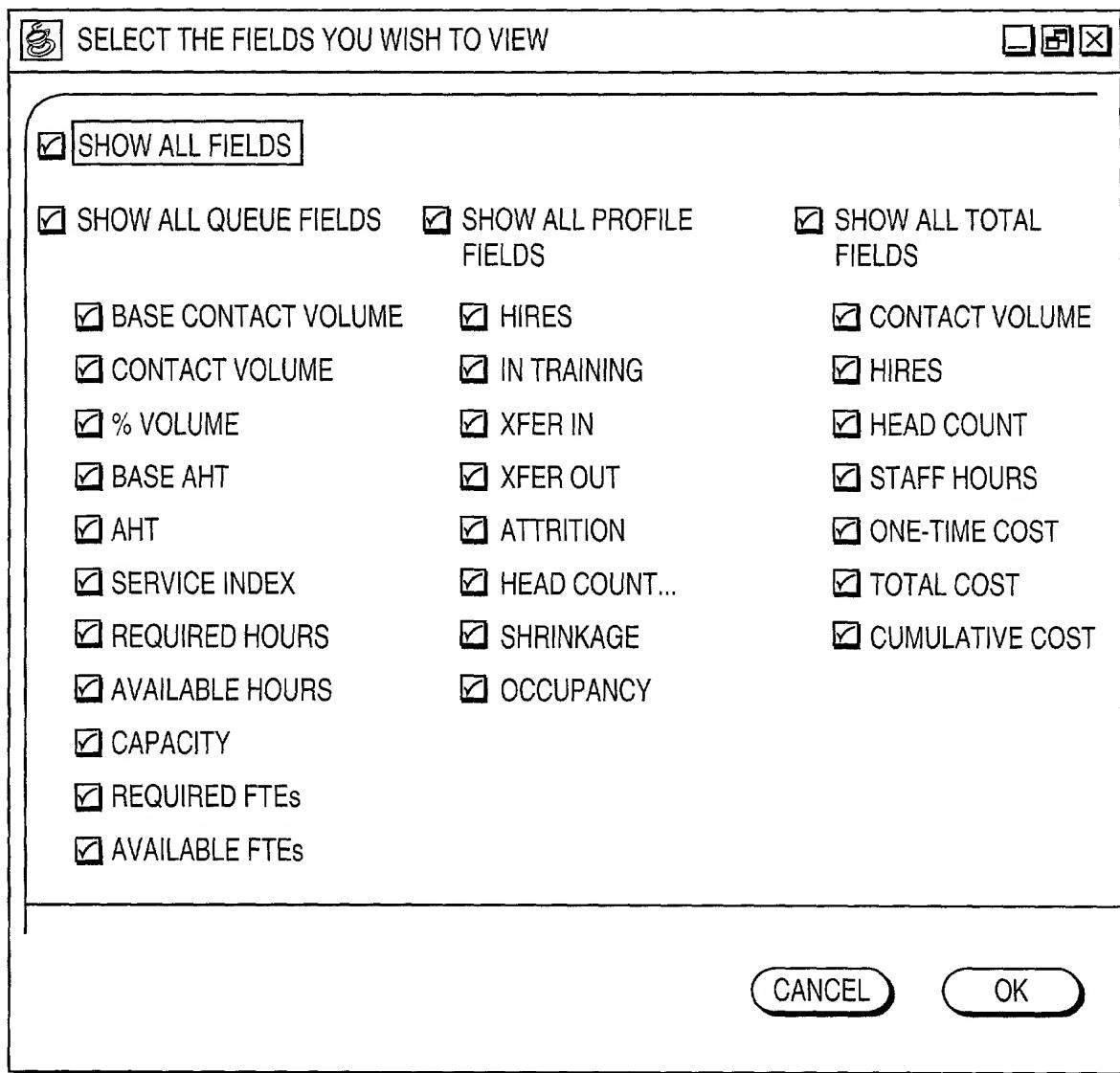


FIG. 6

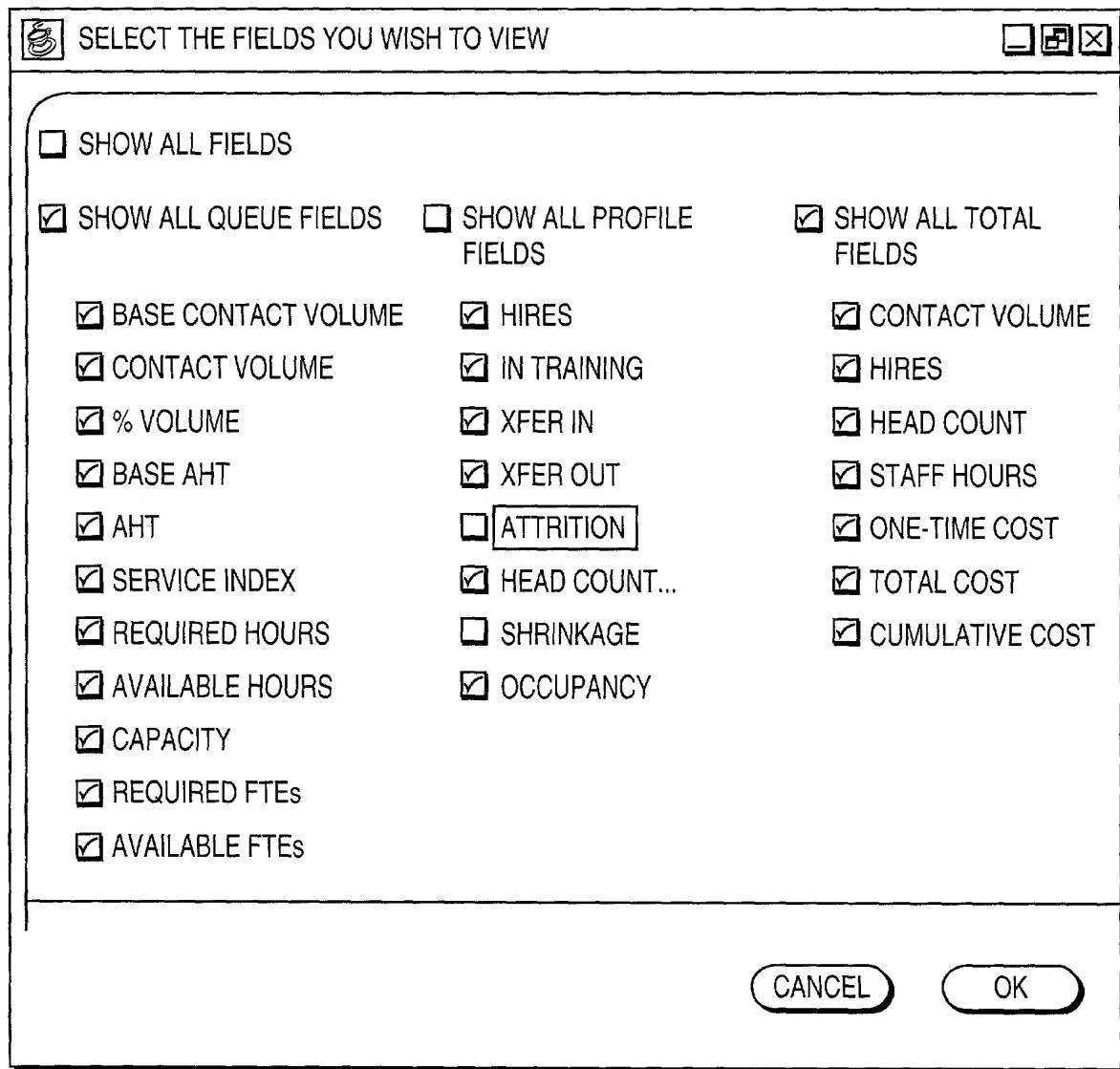


FIG. 7

⑤ BLUEPUMPKIN	File	Scenario	Views	Queues	Agent Profiles	?
		BIG CORP Feb 2001-Jan 2002				

RegEntry: Voice, service goal=80% in 60 seconds 						
Contact volume	Feb	Mar	Apr	May	Jun	Jul
380000	385000	390000	385000	410000	415000	410000
% volume	8	8	8	9	9	9
AHT	230	230	230	230	230	230
Actual service	89	85	76	97	77	84
Required hours	27815	28170	28535	28170	29954	30312
Capacity hours	28135	28310	28430	29169	29886	30415

Tier2 Care: Voice, service goal=90% in 45 seconds 						
Contact volume	Feb	Mar	Apr	May	Jun	Jul
30000	31000	32000	31000	33000	34000	34000
% volume	8	8	8	8	9	9
AHT	220	220	220	220	220	220
Actual service	93	95	94	96	91	95
Required hours	2738	2819	2904	2819	2965	3048

Entry level FT (RG); Shrinkage: 8.5% 						
Hires	Feb	Mar	Apr	May	Jun	Jul
9	12	12	15	17	15	15
In training	0	0	0	0	0	0
Xfer out	0	4	0	0	5	4
Attrition	9	9	9	9	9	9
Head count	170	169	172	178	181	183
Occupancy	87	87	88	85	88	85

9 / 31

FIG. 8A

Fig. 8B

Continued on Fig. 8B...

Continued from Fig. 8A...

Fig. 8A

T2 full time (T2, RG); Shrinkage: 7.4% ↘

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
In training	0	0	0	0	0	0	0	0	0
Xfer In	0	4	0	0	5	4	6	0	0

Totals

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Contact Volume	417000	424000	430000	423000	450000	456000	450000	420000	414200
Hires	9	12	12	15	17	15	15	0	0
Head Count	216	219	220	225	230	233	237	226	216
Staff Hours	34560	35040	35200	36000	36800	37280	37920	36160	34560
Total Cost	412,446	418,959	420,448	429,659	439,242	444,917	453,105	432,171	413,337
Cumulative Cost	412,446	831,405	1,251,853	1,681,512	2,120,754	2,565,671	3,018,776	3,450,947	3,864,323

Start	<input checked="" type="checkbox"/> Exploring - Patent	<input checked="" type="checkbox"/> Inbox-Microsoft O...	<input checked="" type="checkbox"/> Telnet - (None)	<input checked="" type="checkbox"/> C:\WINNT\System...	<input checked="" type="checkbox"/> Big Corp	Untitled - Paint
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FIG. 9A

NEW SCENARIO: Feb 2001 - Jan 2002										
BLUEPUMPKIN	File	Scenario	Views	Queues	Agent Profiles	?				
BIG CORP Feb 2001-Jan 2002						New Scenario: Feb 2001-Jan 2002				
Queue #1: Voice, service goal = 90% in 30 seconds										
<hr/>										
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Contact volume	350000	360000	370000	360000	360000	360000	370000	380000	390000	410000
% volume	8	8	8	8	8	8	8	9	9	9
AHT	200	200	200	200	200	200	200	200	200	200
Actual service	0	0	0	0	0	0	0	0	0	0
Required hours	24559	25228	25883	25228	24559	25228	25883	26547	27215	30000
Capacity hours	0	0	0	0	0	0	0	0	0	0

Profile #1 (Q1)										
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Hires	0	0	0	0	0	0	0	0	0	0
In training	0	0	0	0	0	0	0	0	0	0
Attrition	0	0	0	0	0	0	0	0	0	0
Head count	0	0	0	0	0	0	0	0	0	0
Sprinkage	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Occupancy	0	0	0	0	0	0	0	0	0	0

Fig. 9B
↓

Continued on Fig. 9B...

↑
Fig. 9A

Continued from Fig. 9A...

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Totals	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Contact Volume	350000	360000	370000	360000	350000	360000	370000	380000	390000
Hires	0	0	0	0	0	0	0	0	0
Head Count	0	0	0	0	0	0	0	0	0
Staff Hours	0	0	0	0	0	0	0	0	0
Total Cost	0	0	0	0	0	0	0	0	0
Cumulative Cost	0	0	0	0	0	0	0	0	0

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FIG. 9B

COMPARISON OF 2 SCENARIOS													
	File	View	Edit	Export	Help								
RegEntity													
Contact volume	380...	380...	385...	385...	390...	390...	385...	385...	410...	410...	415...	415...	410...
% volume	8	8	8	8	8	8	9	9	9	9	9	9	9
AHT	230	230	230	230	220	230	210	230	200	230	200	230	200
Actual service	84	86	83	85	93	79	100	93	100	94	100	97	100
Required hours	296...	295...	300...	299...	290...	303...	274...	299...	277...	318...	280...	322...	277...
Capacity hours	297...	297...	300...	301...	297...	302...	294...	305...	299...	317...	304...	321...	306...
Tier2 Care													
Contact volume	300...	300...	310...	310...	320...	320...	310...	310...	330...	330...	340...	340...	340...
% volume	8	8	8	8	8	8	8	8	9	9	9	9	9
AHT	220	220	220	220	220	220	220	220	220	220	220	220	220
Actual service	86	88	88	90	94	85	100	95	100	85	100	95	100
Required hours	3034	2978	3106	3059	3185	3131	3106	3059	3276	3221	3365	3295	3365
Capacity hours	2893	2902	3040	3034	3339	2984	3906	3247	4212	3061	4334	3150	4783
Top Tier													
Contact volume	7000	7000	8000	8000	8000	7000	7000	7000	7000	6000	6000	6000	7200
% volume	8	8	10	10	10	10	8	8	8	7	7	7	9
Entry level FT													
Hires		14	14	12	12	12	15	15	17	15	15	15	0
													0
													0
													19
													17

Fig.10B
↓

Continued on Fig. 10B...

Fig. 10A

↑
Fig.10A

Continued from Fig. 10A

Totals	Feb	Feb	Mar	Mar	Apr	May	May	Jun	Jun	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	Dec	
Contact volume	417...	417...	424...	424...	430...	430...	423...	423...	450...	450...	456...	456...	450...	450...	420...	420...	414...	414...	444...	444...	453...	453...
Hires	14	14	12	12	12	12	15	15	17	17	15	15	15	15	0	0	0	0	19	19	17	1
Head Count	219	219	222	222	223	223	228	228	233	233	236	236	240	240	229	229	219	219	227	227	234	23
Staff Hours	350...	350...	355...	355...	356...	356...	36480	364...	37280	372...	37760	377...	38400	384...	36640	366...	35040	350...	36320	363...	37440	374...
Total Cost	414...	414...	421...	421...	422...	422...	431...	431...	441...	441...	447...	447...	441...	441...	455...	455...	434...	434...	415...	415...	443...	443...
Cumulative Cost	414...	414...	835...	835...	1,25...	1,25...	1,69...	1,69...	2,13...	2,13...	2,57...	2,57...	3,03...	3,03...	3,46...	3,46...	3,88...	3,88...	4,31...	4,31...	4,75...	4,75...

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FIG. 10B

COMPARISON OF 2 SCENARIOS

File View Edit Export Help

RegEntry	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Contact volume	380000	385000	390000	385000	410000	415000	410000	380000	374000	405000	41000
Contact volume	380000	385000	390000	385000	410000	415000	410000	380000	374000	405000	41000
% volume	8	8	8	8	9	9	9	8	8	9	9
% volume	8	8	8	8	9	9	9	8	8	9	9
AHT	230	230	220	210	200	200	200	200	200	200	200
AHT	230	230	230	230	230	230	230	230	230	230	230
Actual service	84	83	93	100	100	100	100	100	100	100	100
Actual service	86	85	79	93	79	80	94	97	91	68	7
Required hours	29637	30023	29077	27427	27763	28095	27763	25796	25393	27436	2776
Required hours	29556	29929	30315	29929	31819	32204	31819	29556	29104	31446	3181
Capacity hours	29767	30097	29730	29476	29991	30421	30627	29055	27977	29498	3005
Capacity hours	29765	30102	30264	30562	31765	32189	32522	30626	29559	31143	3176

Tier 2 Care

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Contact volume	30000	31000	32000	31000	33000	34000	34000	34000	33000	33000	3600
Contact volume	30000	31000	32000	31000	33000	34000	34000	34000	33000	33000	3600
% volume	8	8	8	8	8	9	9	9	8	8	8
% volume	8	8	8	8	8	9	9	9	8	8	8
AHT	220	220	220	220	220	220	220	220	220	220	220

Entry Level FT

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Hires	14	12	12	15	17	15	15	0	0	0	1

Fig. 11B
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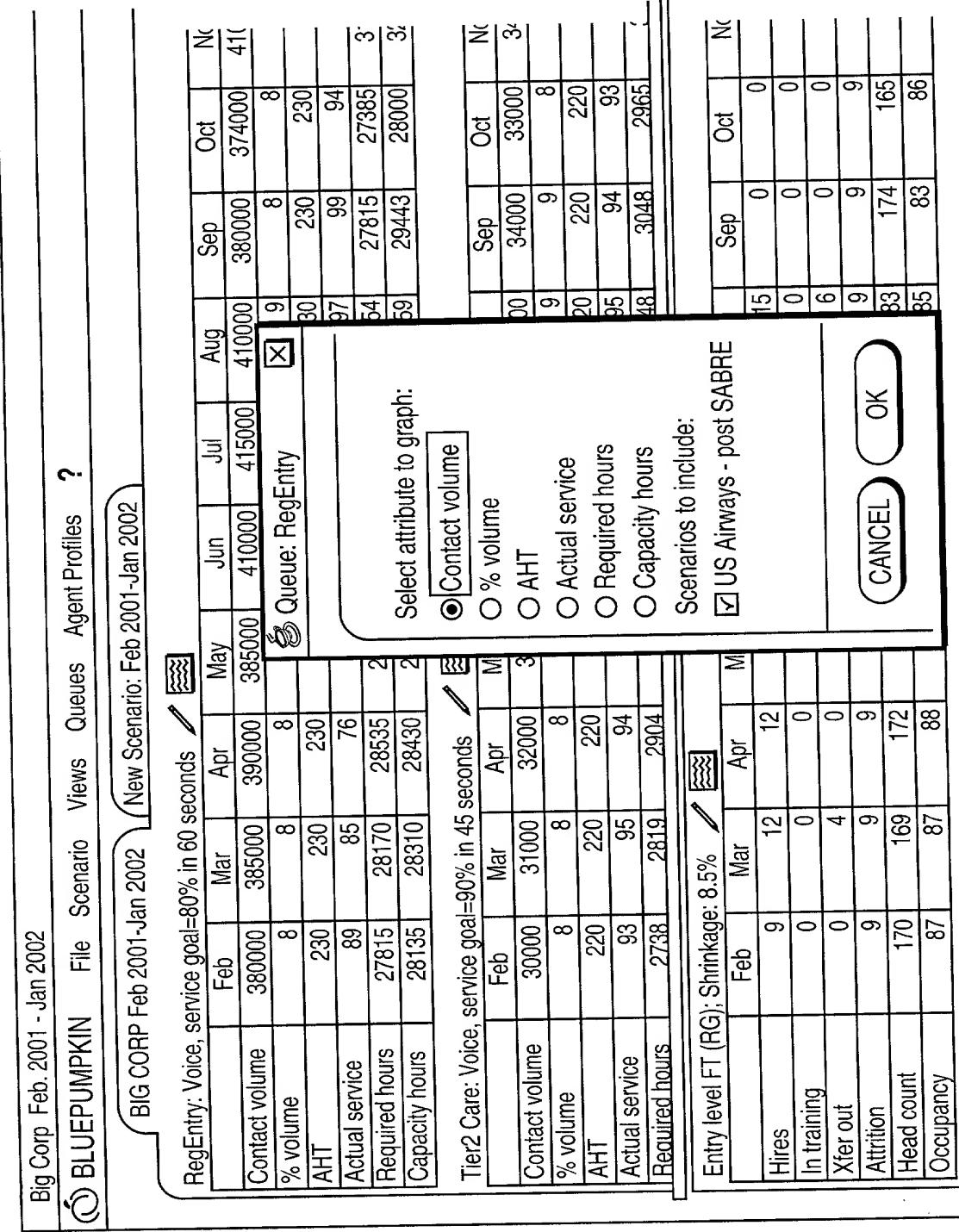
Continued on Fig. 11B...

Fig. 11A

15 / 31

Fig. 11A

Continued from Fig. 11A



17 / 31

FIG. 12A

Fig. 12B

Continued on Fig. 12B...

Fig. 12B

Continued from Fig. 12A...

T2 full time (T2, RG); Shrinkage: 7.4% 

T2 full time (T2, RG); Shrinkage: 7.4% 									
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
In training	0	0	0	0	0	0	0	0	0
Xfer in	0	4	0	0	5	4	6	0	0
<hr/>									
Totals									
Contact Volume	417000	424000	430000	423000	450000	456000	450000	420000	414200
Hires	9	12	12	15	17	15	15	0	0
Head Count	216	219	220	225	230	233	237	226	216
Staff Hours	34560	35040	35200	36000	36800	37280	37920	36160	34560
Total Cost	412,446	418,959	420,448	429,659	439,242	444,917	453,105	432,171	413,337
Cumulative Cost	412,446	831,405	1,251,853	1,681,512	2,120,754	2,565,671	3,018,776	3,450,947	3,864,323

 Start	 Exploring - Patent	 Inbox-Microsoft O...	 Telnet - (None)	 C:\WINNT Syste...	 Big Corp	 Untitled - Paint
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Fig. 12A



Fig. 13A

Big Corp Feb. 2001 - Jan 2002									
BLUEPUMPKIN	File	Scenario	Views	Queues	Agent Profiles	?			
BIG CORP Feb 2001-Jan 2002									
New Scenario: Feb 2001-Jan 2002									
RegEntry: Voice, service goal=80% in 60 seconds									
Contact volume	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
380000	385000	390000	385000	410000	415000	410000	380000	380000	374000
% volume	8	8	8	9	9	9	8	8	8
AHT	230	230	230	230	230	230	230	230	230
Actual service	89	85	76	97	77	84	97	99	94
Required hours	27815	28170	28535	28170	29954	30312	29954	27815	27385
Capacity hours	28135	28310	28430	29169	29886	30415	30959	29443	28000
Tier2 Care: Voice, service goal=90% in 45 seconds									
Contact volume	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
30000	31000	32000	31000	33000	34000	34000	34000	33000	32000
% volume	8	8	8	8	9	9	9	9	8
AHT	220	220	220	220	220	220	220	220	220
Actual service	93	95	94	96	95	91	95	94	93
Required hours	2738	2819	2904	2819	2965	3048	3048	3048	2965

Fig. 13B

Continued on Fig. 13B....



Continued from Fig. 13A...

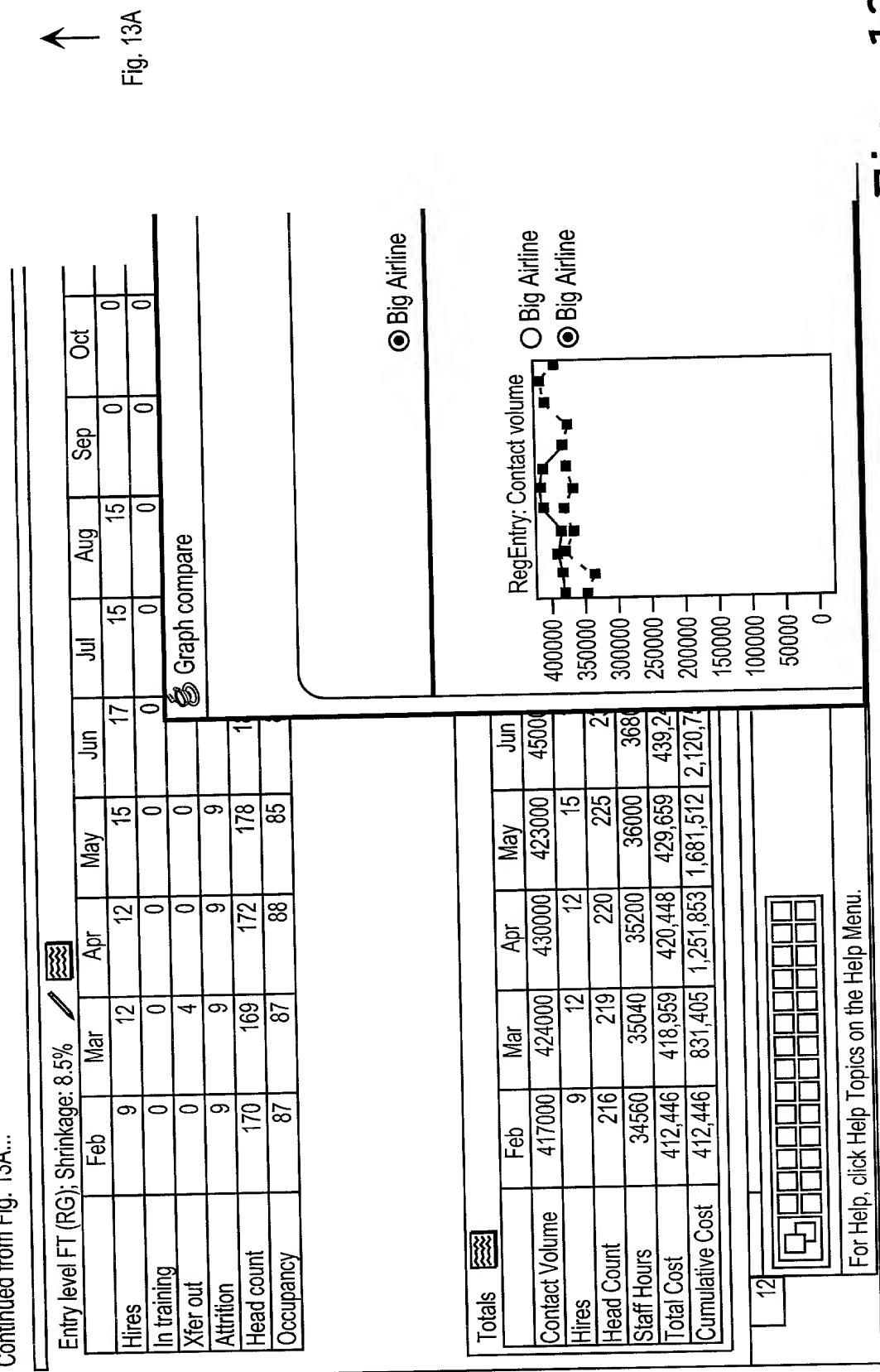


Fig. 13B

BLUE PUMPKIN LONG TERM PLANNING REPORT: Performance Summary

Scenario: BIG CORP (2)

Calculations based on FTE hours/month: Service Level uses service time (sec):

Contact Center Performance Summary:

21 / 31

Contact Statistics		Staffing					Performance										
		Plan		Actual			Plan		Actual			Plan		Actual		Plan	
Plan	Volume	AHT	Volume	AHT	%Volume	Req hrs	Req FTEs	Avl hrs	Avl FTEs	Headcnt	Hdcnt	%Hdcnt	Calls/Head	Occup	Svc Level	Svc Level	Actual
Mar-00	408,000	350	407,000	360	-0.2%	12,500	78.1	12,400	77.5	110	109	-0.9%	3709	80%	92%	90%	
Apr-00	410,000	350	411,000	360	0.2%	12,600	78.8	12,500	78.1	120	122	1.6%	3417	85%	91%	88%	
May-00	405,000	350	409,000	365	1.0%	12,680	79.3	12,500	78.4	122	121	-0.8%	3320	78%	89%	85%	
Jun-00	395,000	350	405,000	362	2.5%	12,740	79.6	12,500	78.1	120	115	-4.3%	3292	77%	89%	83%	
Jul-00	380,000	380				12,990	81.2	13,000	81.3	140			2714	75%	90%		
Aug-00	380,000	380				13,200	82.5	13,200	81.6	145			2621	80%	89%		
Sep-00	385,000	350				13,100	81.9	13,050	81.3	140			2750	80%	89%		
Oct-00	395,000	340				13,150	82.2	13,000	81.3	140			2821	82%	86%		
Nov-00	400,000	340				13,240	82.8	13,200	82.5	145			2759	83%	90%		
Dec-00	410,000	340				13,280	83.0	13,100	81.9	145			2828	86%	86%		
Jan-01	420,000	340				13,300	83.1	13,000	81.3	145			2897	85%	85%		
Feb-01	425,000	340				13,280	83.0	13,200	82.5	150			2833	82%	89%		
Mar-01	420,000	330				13,290	83.1	13,300	83.1	155			2710	70%	90%		
Total	5,233,000		1,632,000			169350		167800									
Min	380,000	330	405,000	360	-0.2%	12500	78	12400	78	110	109	-4.3%	2621	70%	85%	83%	
Max	425,000	380	411,000	365	2.5%	13300	83	13300	83	155	122	1.6%	3709	86%	92%	90%	
Ave	402,538	349	408,000	362	0.9%	13027	81	12908	81	137	117	-1.1%	2975	80%	89%	87%	

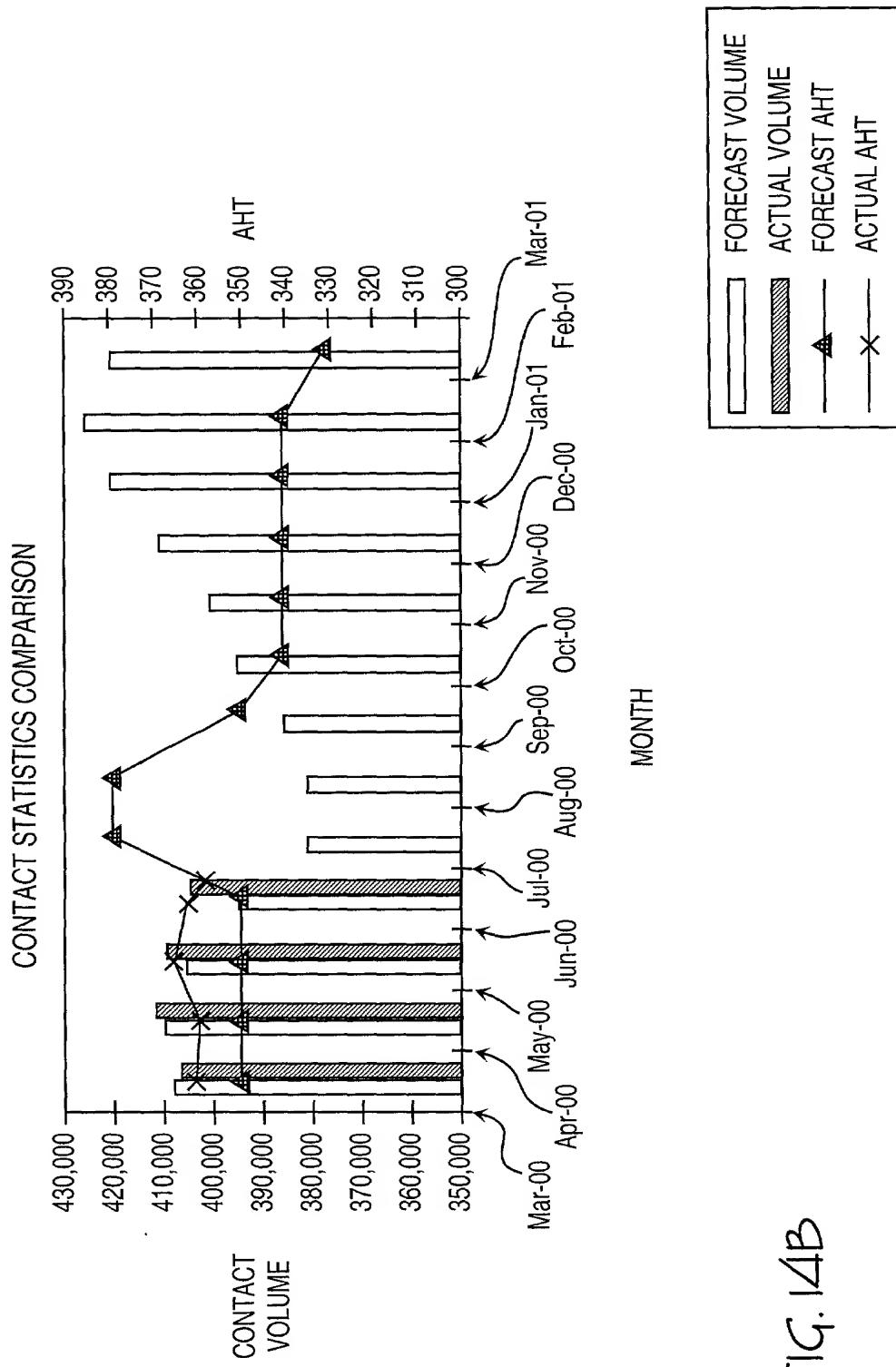


FIG. 14B

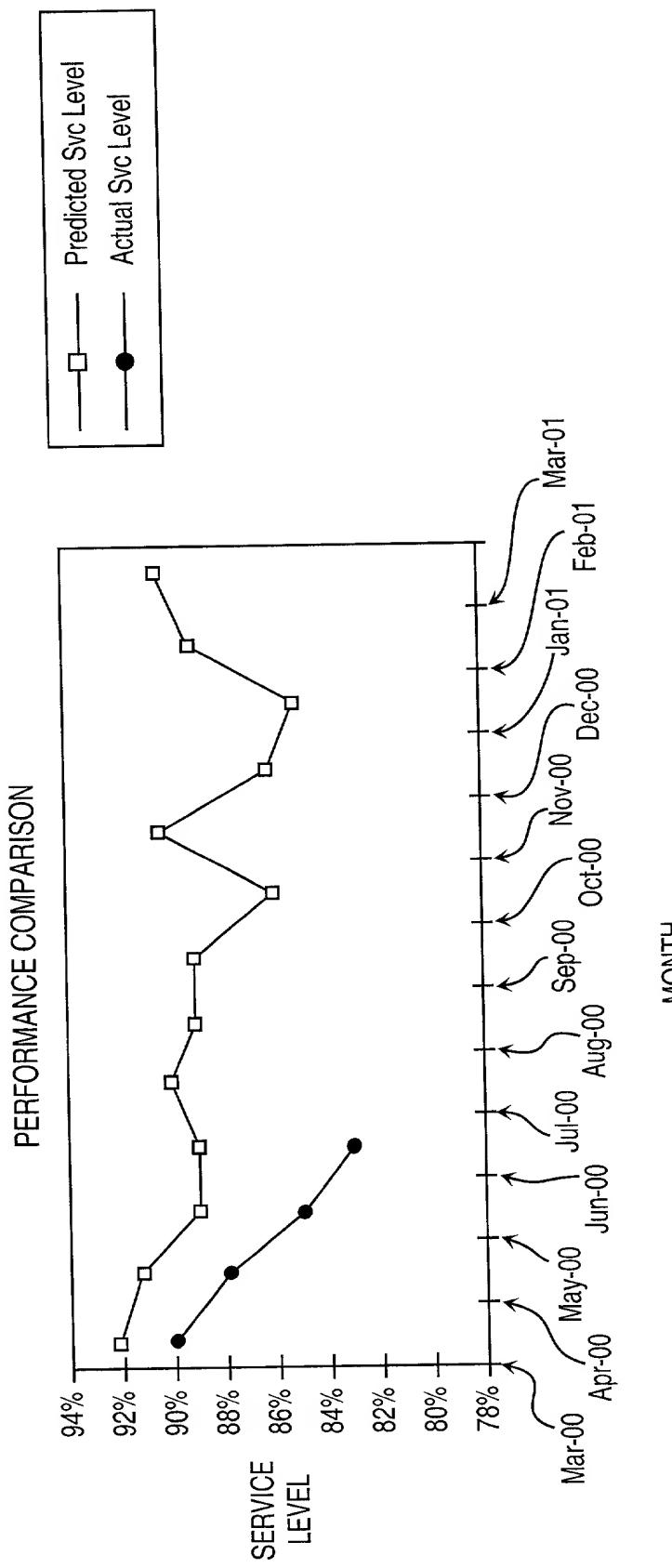


FIG. 14C

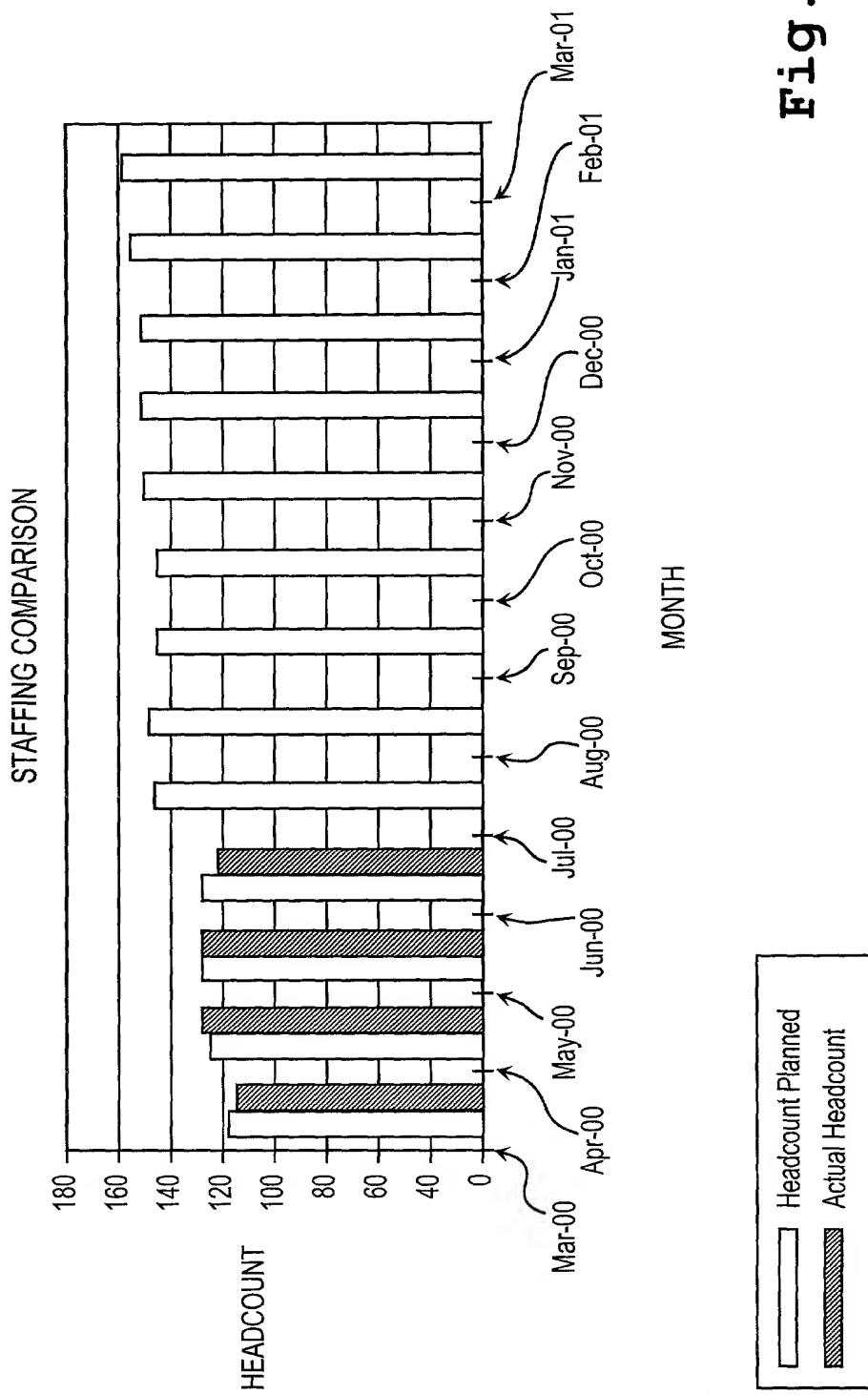


Fig. 14D

AVERAGE WAGE BURDEN SUMMARY	
PROFILE	AVERAGE WAGE
ENTRY LEVEL FT	10
T2 FULL TIME	11
T3 FULL TIME	11.5
PART TIME HOLIDAY AGENTS	12

FIG. 15

AVERAGE WAGE BURDEN SUMMARY

401K	2%
INSURANCE	6%
WORKER'S COMP	5%
FUTA	3.3%
BONUS	0%
OTHER	0%
TOTAL	16.3%

CANCEL OK

FIG. 16

FILE EDIT F1 F2 F3 F4 F5 F6 F7 F8

AVERAGE WAGE / BURDEN / SUMMARY

PROFILE	AVG. WAGE	TOTAL BURDEN	PAID/WORK...	COST/SCHED...	COST/AGENT/...
ENTRY LEVEL FT	10.0	1.163	1.0819672...	12.583278...	2013.3245...
T2 FULL TIME	11.0	1.163	1.0723542...	13.718627...	2194.9803...
T3 FULL TIME	11.5	1.163	1.0619658...	14.203261...	2272.5218...
PART TIME H...	12.0	1.163	1.0780911...	15.045839...	601.83357...

FIG. 17

GENERAL SHRINKAGE

PROFILE NAME	ENTRY LEVEL FT
PROFILE ABBREVIATION	FT 1
<input checked="" type="checkbox"/> CAN HIRE INTO THIS PROFILE	
REQUIRES <input type="text" value="4"/> WEEKS OF TRAINING TO HIRE IN	
<input type="checkbox"/> CAN TRANSFER INTO THIS PROFILE	
<input checked="" type="checkbox"/> CAN TRANSFER OUT OF THIS PROFILE	
FTE HOURS PER MONTH	<input type="text" value="160"/>
FTE HOURLY WAGE	<input type="text" value="10.00"/>
AGENT EFFICIENCY	<input type="text" value="80"/> %
INITIAL HEADCOUNT	<input type="text" value="180"/> AGENTS
<div style="border: 1px solid black; padding: 5px; display: inline-block;">RegEntry Tier2 Care Top Tier</div>	<div style="border: 1px solid black; padding: 5px; display: inline-block;">RegEntry</div>
<input type="button" value="ADD >>"/>	<input type="button" value="<< REMOVE"/>

FIG. 18

 GENERAL SHRINKAGE

SPECIFY SHRINKAGE PER MONTH
 SPECIFY SHRINKAGE FOR ENTIRE SCENARIO

PLANNED SHRINKAGE

VACATION	2	%
BREAKS	0.2	%
TRAINING	4	%
NON-CONTACT ACTIVITY	1	%
OTHER PLANNED SHRINKAGE	0	%
TOTAL PLANNED SHRINKAGE	7.2	%

UNPAID ABSENTEEISM

UNPAID SICK/PERSONAL	1	%
UNPAID OTHER	0	%
TOTAL UNPAID ABSENTEEISM	1	%

PAID ABSENTEEISM

PAID JURY/FMLA	0.3	%
PAID OTHER	0	%
TOTAL PAID ABSENTEEISM	0.3	%

TOTAL SHRINKAGE **8.5** %

CANCEL **OK**

Fig. 19

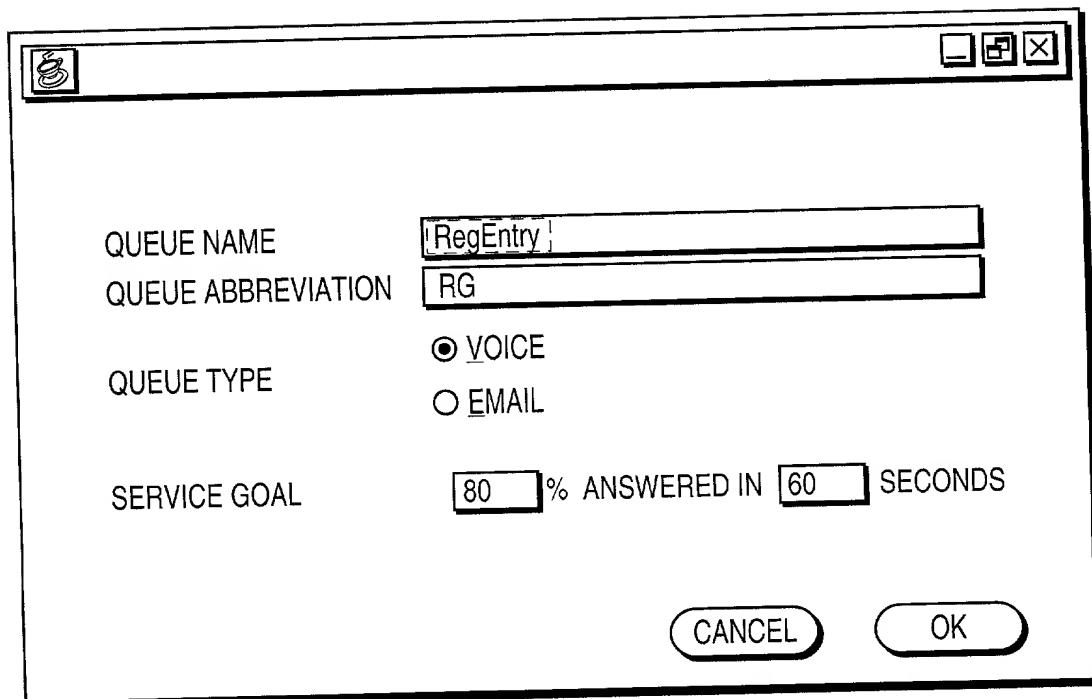


FIG. 20

STRATEGIC CROSS-TRAINING

BY EXAMINING THE ANTICIPATED SERVICE FOR ALL QUEUES,
WE CAN IDENTIFY THE QUEUES WITH THE WORST SERVICE:

RegEntry (84%)
Top Tier (87%)
Tier2 Care (88%)

STEPS

IDENTIFY QUEUES WITH THE MOST NEED
IDENTIFY LOWEST EFFICIENCY PROFILES
SELECT TRAINING TRAJECTORIES
CALCULATE TRAINING SENSITIVITY
MEASURE PAYOFF OF CROSS-TRAINING

THE WORST QUEUES ARE EXPERIENCING BAD SERVICE EITHER
BECAUSE THEY ARE UNDERSTAFFED OR HAVE VERY LARGE VOLUMES
OF CONTACTS.
SELECT THE WORST QUEUES AS CANDIDATES OF CROSS-TRAINING

NEXT > **CANCEL**

Fig. 21